

Section 6

Technology

6.1 Back-end Systems (Infrastructure Technologies)

6.1.1 Intent

The Sunshine Reform Task Force supports the speedy funding and deployment of Electronic Document Management / Web Content Management systems to better manage documents and Web content. Electronic management and retrieval of documents are necessary for sunshine reforms and will give the community and staff faster access to critical information while reducing document printing, storage and retrieval costs.

6.1.2 Ticketing Requests for Public Records

When the City receives a request for public records that will take more than one day to respond to, a ticket, in the nature of a Helpdesk ticketing system, must be opened for the request. When the request is fulfilled, the ticket must be closed.

6.2 Web site

6.2.1 Navigation and Organization

- A. Users must be able to navigate easily all of the City's web sites.
 - 1. The City's web site's search engine must include all other web sites associated with the City and its Departments.
 - 2. The City's web site's site map must be organized so that major content levels are identified.
 - 3. The City and all City Departments must employ "breadcrumb navigation" at the top of each page so that a user can trace back through the pages he or she has passed.
- B. City web sites must be organized in a consistent manner:
 - 1. Front Page

The City must conduct a "usability assessment" to determine how users use the City's web site and the web sites of the City's Departments. The most frequently used functions and most frequently viewed pages should be placed on the front page of each respective web site.

2. Header

- a. The City and each Department must maintain its header in the same place on the page.
- b. Each Department's home page must link to the home page of the City.
- c. The City's "logo" must be "clickable" and return the user to the City's home page.

3. Contact Information

Every City Department home page must include, in the same place for each Department, the name of the Department Head, the address and telephone number for the Department and a link to obtain a map and directions to the Department.

4. Footer

The City and each Department must maintain the same footer including the City's privacy policy, terms of use and webmaster contact information.

5. Titling

The City and each Department must use a consistent scheme for titles, which includes the name "City of San José" and the content on each page. No acronyms should be used.

6. Links

Links must be in a consistent color. Underlining document names is the preferred method of demonstrating that a document is linked.

7. Software Download

The City and each Department must include visible graphical links to enable users to download software readers for files posted in a format other than html.

8. Other Languages

The City and each Department must maintain links to information in other languages in the same place.

6.2.2 Website Content

- A. City web sites must contain a glossary to acronyms used on the web site.
- B. “Tags” must be used on all graphics.

6.2.3 Interactive Services (including eGovernment)

- A. Users must be able to subscribe to the following content areas on the City’s website:
 - 1. Neighborhood
 - 2. Department
 - 3. Topic

6.3 Procedures and Practices

6.4.1 Posting, Archiving, Access and Document Retention Policies

6.4.1.010 Posting Documents (Including Indexes and Policies)

- A. Every City Department must maintain on its home page an index of every report with supporting documents made to the City Council or a Council Committee.
- B. The following documents should be posted on line:
 - 1. Budgets (Citywide Retention Schedule, Series No. 308);
 - 2. CDBG Program – Approved Grants (Housing Retention Schedule, Series No. 195);
 - 3. CDBG Program – Program Audits (Housing Retention Schedule, Series No. 197);
 - 4. Project Development – Loan Underwriting (Housing Retention Schedule, Series No. 209) – \$1 million and over;
 - 5. Project Development – Outside Funding (Housing Retention Schedule, Series No. 210) – \$1 million and over;
 - 6. List of persons earning the highest 100 salaries;

7. List of salaries by classification;
8. Reports – Quarterly or Midyear (IPA Retention Schedule, Series No. 182);
9. Newsletters – Quarterly or Mid-year (IPA Retention Schedule, Series No. 183);
10. Police Department Audit – Annual Operational Audit (IPA Retention Schedule, Series No. 185); and
11. Studies – Statistical Analysis Studies and Reports, Surveys (External and Internal) (IPA Retention Schedule, Series No. 186).

6.4.1.020 Archiving Documents

A. The following documents should be archived permanently:

Schedule	Series No.	Description
Citywide	165	COMMISSIONS & BOARDS – Council Appointed (Non-Charter) – Projects, Reports, Correspondence
Finance	308	BUDGET – Cost allocation plans including work papers

B. The following documents should be archived for 15 years:

Schedule	Series No.	Description
Housing	195	CDBG Program – Approved Grants
Housing	197	CDBG Program – Program Audits

C. The following documents should be archived for 10 years:

Schedule	Series No.	Description
Human Resources	N/A	List of persons earning the highest 100 salaries
Human Resources	N/A	List of salaries by classification
IPA	182	Reports – Quarterly or Midyear
IPA	183	Newsletters – Quarterly or Mid-year
IPA	185	Police Department Audit – Annual Operational Audit
IPA	186	Studies – Statistical Analysis Studies and Reports, Surveys

		(External and Internal)
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6.4.2 Records Manager and Other Staffing Requirements

TBD

6.4.3 Privacy

TBD